

## Travel Manager via Citrix - FAQ's

### **What is Citrix?**

Citrix technology enables organizations to provide access to server-based applications from a wide variety of client devices and platforms. Since these applications are installed, updated and maintained on central servers instead of each client, the cost and complexity of administration are significantly reduced; the Citrix model also enables rapid application deployment. In addition, because the applications execute 100 percent on the server, and only keystrokes, mouse clicks and screen updates are transmitted over the network between the server and client, Citrix software enables high application performance even over bandwidth-constrained connections as well as greater data security. Using an Internet connection, the user can connect to the Travel Manager application from anywhere in the world, using 128 Bit encryption for security.

### **Who is Travel Manager via Citrix intended for?**

TM71C via Citrix is intended for those offices that are not on the NOAA Administrative WAN, or that experience slow performance via the NOAA Administrative WAN.

TM71C via Citrix is intended for all Apple Macintosh users.

TM71C via Citrix is intended for all Windows 2000 users, due to an incompatibility between the TM Print routines and Microsoft Windows 2000 Professional.

### **How much disk space is required to install Travel Manager via Citrix?**

You will need approximately 12 MB of disk space to install the application. Once installed, the installation files and the ctxinst.exe can be deleted, leaving a footprint of approximately 5 MB.

### **What is the URL I use to download the self-extracting EXE file for PC users?**

<http://noaabc1.rdc.noaa.gov:2000/citrix/ctxinst.exe>

## **What if I have a slow Internet connection, can I still run Travel Manager via Citrix?**

Yes, Travel Manager via Citrix has been tested successfully on a laptop computer using a dial-up connection to the Internet via a 56K modem.

## **What are the IP addresses of the Citrix Servers?**

There are currently three servers in the Citrix Server Farm. They are:

**noaact1.rdc.noaa.gov (140.90.27.41)**

**noaact2.rdc.noaa.gov (140.90.27.42)**

**noaact3.rdc.noaa.gov (140.90.27.43)**

## **What if our office has a firewall, will that present any problems?**

The application requires your firewall to allow outbound and return traffic to/from the three servers listed above through ports 1494/tcp and 1604/udp.

The following error message will appear if there is a problem with the outbound and return traffic through your firewall or gateway.

Cannot connect to the Citrix server.

Unable to contact the Citrix Server Browser. Either your network is not functional, or you need to configure an address under Server Location, or the configured address is incorrect.

## **I have installed Travel Manager via Citrix and everything works fine, except I cannot print. Is my printer not supported?**

If the print driver installed on your desktop is not also installed on the Citrix Servers, or if you are not using the most current version of the driver, you will see a blank screen when you try to do a Print Preview, and you will get a message that there is no default printer installed when you try to print the document. First, download the most current copy of the print driver from the vendor and install it. If the problem persists, contact Client Services at (301) 427-1023 and provide them with your printer type, model, and the print driver you are currently using.

## **Can I run Travel Manager via Citrix on my Macintosh?**

Yes, there are however, separate instructions for downloading and installing the Citrix ICA Client files for Macintosh. Contact Client Services at (301) 427-1023 and they can provide you with a copy of the installation instructions.

## **I have installed Travel Manager via Citrix on my Macintosh, but cannot find my printer from the drop down list when I try to print a document. Did I forget to do something during the installation process?**

In order for your Macintosh printers to be mapped correctly, the Macintosh/computer name cannot contain any special characters such as commas. For older Macintosh machines check under Control Panel/Sharing Setup for the Macintosh name. For newer Macintosh machines check under Control Panel/File Sharing/Start Stop Tab for the computer name.

## **Since upgrading to Macintosh OS 9.1, I now see black bars when I try to enter my username and password. When I look at my documents, all but the first line is blacked out. What can I do to fix this display problem?**

Check these settings if you experience video display problems with Citrix applications after installing MacOS 9.1.

- 1) Open the hard drive and find the Citrix ICA Client folder.
- 2) Open the Citrix ICA Client folder and find the Citrix ICA Client Editor.
- 3) Open (double click on) the Citrix ICA Client Editor.
- 4) Go to the menu bar along the top of the screen and select Options, Default Settings.
- 5) The Window Colors should be set to at least Thousands.
- 6) Click Save.

**I was in the middle of creating a travel document and the screen just locked up. The mouse works, but the keyboard is frozen, and none of the buttons on the screen are active. What should I do?**

This situation can occur if there is another dialog box behind the current window waiting to be acknowledged. Try to move or minimize the current screen to see if there is an active dialog box behind it, and acknowledge the message. You can also check to see if there is a reference to this dialog box on the taskbar at the bottom of your screen. If so, see if you can click on it to make it the active screen and acknowledge the message.

**I want to re-install Travel Manager via Citrix on my desktop. Is the Add/Remove Programs option in Control Panel all I need to do?**

For Windows 95/98/NT users, there are three locations where the Citrix information needs to be deleted.

Start/Control Panel/Add Remove Programs/ICA Citrix Client

C:\Program Files\Citrix folder

C:\Windows\Profiles\username\Application Data\ICA Client

For Windows 2000 users, there are six locations where the Citrix Information needs to be deleted.

Start/Control Panel/Add Remove Programs/ICA Citrix Client

C:\Program Files\Citrix folder

C:\Documents and Settings\username\Application Data\ICA Client

C:\Documents and Settings\All Users\Start Menu\Programs\Citrix ICA Client

C:\Documents and Settings\Administrator\Application Data\ICA Client

C:\Documents and Settings\Administrator\Recent\remove any Citrix shortcuts

For Macintosh users, you will need to drag all Citrix folders from both the desktop and the hard drive to the trash.